



## Customer Service Representative 9.15 HIRING EVENT - Phoenix, AZ

**To be considered for these positions please submit your resume to this posting!**

[Fiserv Customer Service Hiring Event \(walk-ins welcome!\)](#)

Candidates will be able to get a real jump start on the interview process by completing our pre-employment computer based assessments and interview. Please ensure you bring a copy of your resume to the job fair and come dressed for success!

**When:** Wednesday, August 14th from 1pm-6pm

**Where:** 4801 E. Thistle Landing Drive, Phoenix, AZ 85044

Position Schedules: **FULL TIME (40 hours per week)**

Paid Training for approximately 5 weeks.

Positions start Monday, September 15th!

### **Customer Service Representative**

Provide communications and support for customers and simple problem solving between the company and assigned customers

#### **Job Responsibilities:**

- Under general supervision, respond to basic and routine inquiries through phone or e-mail contact with customers and prospects about the company's products or services.
- Provide communications and support for customers and simple problem solving between the company and assigned customers.
- Follow standard scripts and procedures to resolve basic customer questions.
- Use a computer system to track information, questions, answers, and product orders.
- Promote and maintain positive customer relations utilizing service excellence techniques.
- May perform minimal selling and promotion of products and services.
- Document problems and corrective procedures per established guidelines.
- May assist in training less experienced associates.
- Performs other duties as required.

#### **Job Requirements: Education Required \*High School Diploma or equivalent\*Experience Required**

One to two years related experience. Must be able to follow detailed guidelines to arrive at appropriate solutions to customer questions and needs

#### **Skills and Knowledge Required**

- Knowledge base focused on job duties and skills required to complete assigned tasks, with an intermediate -knowledge of the organization in order to answer questions.
- Good organizational and communications skills and an intermediate level of technical skills. Possess the ability to learn business methods and practices in the financial services industry in general and business unit products in particular.
- Must be able to work under pressure
- Must be able to sit, answer phone calls and use a computer for long periods of time.

**Submit Application: <https://www4.recruitingcenter.net/Clients/fiservcareers/PublicJobs/controller.cfm>**

**Job Requisition ID:** PD44809

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